

CM/ECF News



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Clerk's Corner

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Five months on the CM/ECF System and no fatalities have been reported yet. We continue to make improvements on the System for our internal users and for the attorneys filing electronically. Thanks to everyone who has provided us feedback on the System and our procedures. I would like to take this chance to invite you all to share your experiences – good and bad – on the system, so that we in the Court and your fellow attorneys can learn without the burn. Feedback on our training, Help Desk, Administrative Procedures, and service in the office are also welcome. As always, send your comments to the Help Desk at CMECF@oknb.uscourts.gov. We read everything we get and respond accordingly.

What to do if the CM/ECF System goes down

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One tip we received this month was from an attorney with a brand new version of Microsoft Word (2003). His program would not give him the opportunity to save his proposed order in WordPerfect format. He ended up just changing the file name of the document from "order.doc" to "order.wpd" and WordPerfect was able to read the document. Tips like this can really help your colleagues out there, so keep them coming.

Certificate of Service & Request for Entry of Order no longer need attachments

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Well, as you know, mandatory electronic filing is approaching – September 1, 2004. That gives those of you who are filing some pleadings electronically and some on paper four months to work out all the bugs. I hope this will be enough. Remember, you can use the training CM/ECF database any time to file a document and view the results. This also means that the Court will be doing a lot of training.

Notice of Opportunity

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Beginning in May, the Court will be offering three training classes each week. We hope this will be enough to cover all our needs. The dates for May are already full; June training dates will be released May 3rd; and the rest of the summer dates will be released shortly thereafter. With increased training comes an increase in the number of calls to the Help Desk. Please let us know how we are doing on our Help Desk services. We recently started using a knowledge base which will let us document Help Desk calls and verify that a solution has been reached. We should now be better able to ensure that no one's call falls through the cracks. The knowledge base will also allow us to more quickly serve the caller on the other end of the line.

Installment Payments

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Correcting SSN's

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Finally, an update on the Clerk's Office. In the last three months, we have lost three employees due to budget cuts. As a result, wait times at the counter have increased and it may be more difficult to get a Case Administrator on the phone. Please understand that our commitment to serve is as strong as it has ever been. We just don't have the capacity to serve as we have in the past. Hopefully, technology will help us to serve your needs in a timely manner.

Proposed Order in Order?

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Michael L. Williams
Clerk of Court

System Down?

Scheduled Maintenance

On occasions, we must take down the CM/ECF system for maintenance. We intend to do everything we can to eliminate interruptions during the normal business hours.

We will post planned outages on the CM/ECF login page a few days prior to the scheduled maintenance.

Unexpected Outages

There has also been a few occasions when the CM/ECF system went down unexpectedly for a few minutes/hours. If this happens, we will post a notice on our website and will keep that updated to the status of the system as we know it. Please check the website prior to calling the CM/ECF Help Desk. If this occurs on a weekend and you have a deadline, please file your documents in the drop box. Otherwise, we will do our best to get the system up and running as soon as possible.

Attachments to the Request for Entry of Order & Certificate of Service

The requirement for attaching the first page of the document being referenced in a Request for Entry of Order and a Certificate of Service has been revised. The new version of the Administrative Procedures (to be released in a few weeks) will state that if the Request for Entry of Order and Certificates of Service are properly linked to the appropriate document in the CM/ECF system, there is no need to attach the first page of the document.

Attorneys filing documents in the CM/ECF system may begin this practice immediately.

Cool trick!

To reduce or increase the size of your font within CM/ECF, hold your "Control" key down and move the wheel of your mouse. TA DA!!!

This will also change the size of the font on the document when printed.



Adversary Proceeding Opening

When opening an Adversary Proceeding, please remember to enter all Plaintiffs and Defendants. If you have a lot of parties to enter, please call the CM/ECF Help Desk for assistance, if needed.

Also, please remember to add yourself as the attorney for the Plaintiff when opening an AP.

Finally, we will be modifying the AP Case Opening so that you may enter all of the information from the AP Cover Sheet and no longer need to upload that document along with your complaint. The program will notify you when this change is incorporated.

Notice of Opportunity Dates

To help simplify Notice of Opportunity dates, we will be changing the system within the next day to allow you to enter the number of days in which to respond to a Motion instead of entering the date that objections are due.

Change of Address

When filing a Notice of Change of Address, please specify who the change is for (e.g. Notice of Change of Address for the Debtor).



Give us the details, please!

Whenever you are filing a Motion that identifies property, please specify that property within the text box provided. For example, if you are filing a Motion for Relief from Stay on a 2001 Ford Mustang, please note that, along with any VIN #s as appropriate.

Installment Payments

If you file cases with installment payments due, you may now pay those fees on-line! Whenever you are ready to pay the installment payment, click on Bankruptcy -> Miscellaneous -> Installment payment to be paid by attorney (correct chapter). This will allow you to insert the fee that you would like to pay, and then you may pay that on-line using your credit card.

Fee Not Required

When filing an Amended Motion or a document that is requesting a fee that you do not believe is due, please zero out the fee field by entering "0." (you must also enter the decimal). At that point, you may then enter "fee not required" in the appropriate box. If you enter "fee not required" but leave the fee amount in the box, the system will still charge you for that fee.

Correcting/Changing a Social Security Number

If you need to amend a social security number in CM/ECF, an amended Form 21 will need to be sent to the clerk's office and not filed on-line. The form may be brought into the Clerk's office or, if the case was electronically filed, it may be e-mailed to okhelp@oknb.uscourts.gov. We will "receive stamp" the document, make the appropriate changes and maintain that document off-line because of the privacy guidelines. The attorney will still need to maintain the original document as prescribed in the Administrative Procedures.

Mailing Labels by case

Please do not mail any general case notices to the Judge assigned to the case. The Judges name and address will appear on the Mailing labels by case.

Proof of Service of Summons

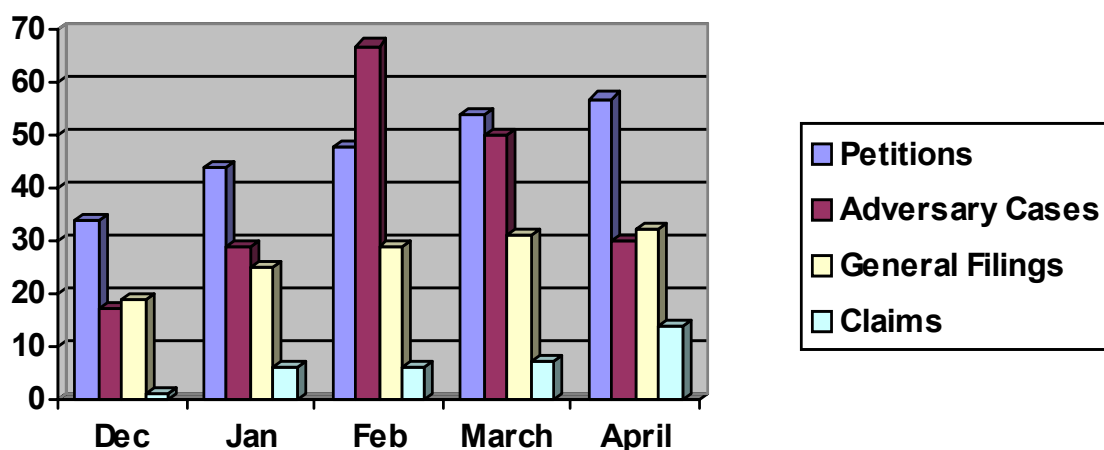
When filing a Proof of Service of Summons, please file that by going into Adversary -> Complaint & Summons -> Summons Returned.

Transcripts

Parties that need to order transcripts from the court may now pay Palmer Reporting directly by using their credit card. The court will continue to accept the order form, however payment does not need to be handled by the court.

Proposed Order in Order?

When submitting a multi-page proposed order to chambers, please use the page numbering feature in your word processor to paginate the document. Page numbers centered on the bottom on the page would be helpful, with no page number on the first page.



Thank you for making our first 5 months so successful!

Contact Us!
CM/ECF Help Desk: 918-699-4072
cmecf@oknb.uscourts.gov